



REQUEST FOR PROPOSALS (RFP)

RFP NO. 2022HCA34

NOTE: *If you download this RFP from any source other than the Washington Electronic Business Solution (WEBS), you are responsible for registering in WEBS for your organization to receive any RFP amendments, including Bidder questions/agency answers. HCA is not responsible for any failure of your organization to register in WEBS or any other repercussions that may result to your organization because of this failure.*

PROJECT TITLE: Increase Access to Behavioral Health Counseling

PROPOSAL DUE DATE: December 14, 2022 by 2:00 p.m. *Pacific Time*, Olympia, Washington, USA.

Only e-mailed bids will be accepted

ESTIMATED TIME PERIOD FOR CONTRACT: February 6, 2023 – June 30, 2023

The Health Care Authority reserves the right to extend the contract for up to one (1) additional 1-year period, for up to the same contract amount, at its sole discretion, dependent on availability of funds and mutual agreement of the contract terms by the parties.

BIDDER ELIGIBILITY: This solicitation is open to those Bidders that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

TABLE OF CONTENTS

1. INTRODUCTION 3

1.1 DEFINITIONS.....3

1.2 ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES3

1.3 PURPOSE AND OBJECTIVES4

1.4 BACKGROUND.....4

1.5 SCOPE OF WORK5

1.6 MINIMUM QUALIFICATIONS11

1.7 FUNDING (OPTIONAL).....11

1.8 PERIOD OF PERFORMANCE11

1.9 CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES.....11

1.10 ADA12

2. GENERAL INFORMATION FOR BIDDERS 13

2.1 RFP COORDINATOR13

2.2 PRE-PROPOSAL CONFERENCE13

2.3 INTERESTED SUBCONTRACTOR LIST.....13

2.4 BIDDER QUESTIONS PERIOD.....14

2.5 SUBMISSION OF PROPOSALS.....14

2.6 PROPRIETARY INFORMATION / PUBLIC DISCLOSURE15

2.7 REVISIONS TO THE RFP16

2.8 COMPLAINT PROCESS16

2.9 RESPONSIVENESS17

2.10 MOST FAVORABLE TERMS.....17

2.11 RECEIPT OF INSUFFICIENT NUMBER OF PROPOSALS.....17

2.12 NO OBLIGATION TO CONTRACT17

2.13 REJECTION OF PROPOSALS.....17

3. PROPOSAL CONTENTS AND REQUIREMENTS..... 18

3.1 PROPOSAL CONTENTS OVERVIEW18

3.2 PROPOSAL REQUIREMENTS AND GUIDELINES18

3.3 BIDDER PROFILE & SUBMITTAL FORM (MANDATORY).....19

3.4 DIVERSE BUSINESS INCLUSION PLAN (MANDATORY).....19

3.5 COVID-19 VACCINATION CERTIFICATION (MANDATORY)19

3.6 EXECUTIVE ORDER 18-03 (SCORED)19

3.7 DRAFT CONTRACT (MANDATORY)19

3.8 WRITTEN PROPOSAL (SCORED)20

3.9 COST PROPOSAL (SCORED).....20

4. EVALUATION AND CONTRACT AWARD 21

4.1 EVALUATION PROCEDURE21

4.2 EVALUATION WEIGHTING AND SCORING21

4.3 BEST AND FINAL OFFER (BAFO)24

4.4 SUBSTANTIALLY EQUIVALENT SCORES24

4.5 NOTIFICATION TO BIDDERS.....24

4.6 DEBRIEFING OF UNSUCCESSFUL BIDDERS.....25

4.7 PROTEST PROCEDURE25

5. RFP EXHIBITS..... 27
EXHIBIT A – BIDDER FORMS AND CERTIFICATIONS 28
EXHIBIT B – WRITTEN PROPOSAL 29
EXHIBIT C – COST PROPOSAL 31
EXHIBIT D – SAMPLE CONTRACT 32

1. INTRODUCTION

1.1 DEFINITIONS

Definitions for the purposes of this RFP include:

Apparent Successful Bidder (ASB) – The Bidder selected as the entity to perform the anticipated services under this RFP, subject to completion of contract negotiations and execution of a written contract.

Bidder – Individual or company interested in the RFP that submits a proposal to attain a contract with the Health Care Authority.

Business Day – Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, except for holidays observed by the state of Washington, unless otherwise specified within the RFP.

Health Care Authority or HCA – An executive agency of the state of Washington that is issuing this RFP.

Proposal – A formal offer submitted in response to this solicitation. To be responsive, a Proposal must include all items outlined in Section 3 (PROPOSAL CONTENTS AND REQUIREMENTS). Two such items that may be referred to throughout this document are:

- 1) **Cost Proposal** – Bidder's cost as described in Section 3.9 and Exhibit C.
- 2) **Written Proposal** – Bidder's written response as described in Section 3.8 and Exhibit BC.

Request for Proposals (RFP) – Formal solicitation document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the bidder community to suggest various approaches to meet the need at a given price.

Revised Code of Washington (RCW) – The laws of the state of Washington, as enacted by the Legislature. Any references to specific titles, chapters, or sections of the RCW includes any substitute, successor, or replacement title, chapter, or section. Pertinent RCW chapters can be accessed at: <http://apps.leg.wa.gov/rcw/>.

Subcontractor – A person, partnership, or entity not in the employment of or owned by the Bidder, who would be performing all or part of the services under this RFP under a separate contract with or on behalf of the Bidder. The term "Subcontractor" means Subcontractors in any tier.

Washington's Electronic Business Solution or WEBS – An internet-based bid notification system HCA uses to post competitive solicitations. Individuals and firms interested in state contracting opportunities with the Department of Enterprise Services or any state agency should [register](#) for competitive solicitation notices on WEBS. *Note: There is no cost to register on WEBS.*

1.2 ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES

Issue Request for Proposals	November 7, 2022
Pre-Proposal Conference	November 14, 2022 12:00 p.m., Pacific Time

Questions Due	November 17, 2022, 2:00 p.m., Pacific Time
Answers Posted	November 22, 2022
Interested Subcontractor Responses Due	December 1, 2022
Interested Subcontractor List Posted*	December 6, 2022
Complaints Due (if applicable)	December 7, 2022
Proposals Due	December 14, 2022 2:00 p.m., Pacific Time
Evaluate Proposals*	December 15, 2022 - January 6, 2023
Review by Public Disclosure Team	January 9 – 13, 2023
Announce “Apparent Successful Bidder” via WEBS*	January 16, 2023
Debrief Request Deadline (3 Business Days after the ASB announcement)	January 19, 2023
Facilitate Debriefs	January 20, 2023
Negotiate Contract	January 23, 2023 – February 10, 2023
Begin Contract Work	February 13, 2023

*Dates are anticipated and subject to change without an official amendment.

HCA reserves the right in its sole discretion to revise the above schedule at any time.

1.3 PURPOSE AND OBJECTIVES

The Washington State Health Care Authority, hereafter called “HCA,” is initiating this Request for Proposals (RFP) to solicit Proposals from firms interested in participating on a project to increase access to behavioral health counseling to individuals in the state of Washington by creating a pro bono counseling pool and referral program. Contractor will also establish alternative and sustainable funding to maintain the program following the end of the contract period.

HCA intends to award one contract to provide the services described in this RFP.

1.4 BACKGROUND

According to the 2018 Washington State Health Assessment (<https://doh.wa.gov/data-statistical-reports/state-health-assessment>), 1 in 8 Washington adults self-reported poor mental health and 24% of youth identified depressive feelings. Not every person in Washington that needs mental health care has access to treatment. Numbers from the 2020 American Community Survey show that roughly 10% of those in Washington at 300% of the federal poverty level were uninsured. Adults, those in central Washington counties, and those identifying as American Indian, Alaska Native, Hispanic, or Latino were more likely to be uninsured.

In Washington's 2022 supplemental operating budget, [ESSB 5693](#), HCA was allocated \$500,000 solely for Health Care Authority to provide a one-time grant to a nonprofit organization to establish a program to provide pro bono counseling and behavioral health services to uninsured individuals with incomes below 300 percent of the federal poverty level. The grantee must have experience in leveraging local and philanthropic funding to coordinate pro bono health care services within Washington. Health Care Authority is directed to provide the funding pursuant to an appropriate agreement for documented capacity-building to begin providing pro bono counseling and behavioral health services no later than April 1, 2023. The agreement must require the grantee to seek, document, and report to the authority on efforts to leverage local, federal, or philanthropic funding to provide sustained operational support for the program.

Populations served include:

- A. Uninsured; and
- B. Incomes below 300 percent of the federal poverty level.

1.5 SCOPE OF WORK

1.5.1 Purpose

Establish a program to provide pro bono counseling and behavioral health services to uninsured individuals with incomes below 300 percent of the federal poverty level.

These services will be commensurate with paid services and meet the clinical needs to the person receiving services.

The intent of the program is to promote health equity and improve the ability of all individuals in Washington state, regardless of financial situation or insurance coverage, to access behavioral health care.

1.5.2 Work Expectations

1.5.2.1 Capacity building

1.5.2.1.1 **For counselors.** Bidder will directly manage a pool of behavioral health providers, which may include behavioral health providers delivering services as volunteers, as employees of the Bidder, or as subcontractors, within the following criteria:

- A. **Clinicians.** Washington State licensed Mental Health Counselors, Social Workers, Marriage and Family Therapists, including respective associate licenses, and Substance Use Disorder Professionals. Bidder may propose an alternate type of position with justification for consideration.
- B. **Interns.** Bidder will work with HCA Contract Manager to determine appropriate levels of supervision.
 - i. Students enrolled in a master's program for mental health counseling, social work, or marriage and family therapy, that provide the

services under supervision as part of their official academic field work or practicum. That follow all laws and regulations for students.

- ii. Substance use disorder professional trainees with direct supervision. That follow all laws and regulations for students.
- iii. Interns will provide up to 15% of total services. Bidder may provide a request for adjustment to the percentage for HCA Contract Manager approval.

- C. **Language Access Support.** Bidder will support Clients who English and Foreign Language (EFL) speakers with a bilingual counselor or by using translation services approved by HCA Contract Manager.
- D. **Number of counselors.** Bidder will submit a plan to be approved by HCA that will identify the number of services they will provide and a number of counselors they will need to coordinate to meet this goal.
- E. **Fit.** Bidder may assign referrals or re-refer Clients to achieve a good Client/counselor fit.

1.5.2.1.2 For Clients

- A. **Frequency and duration of session scheduling.** Bidder will have the discretion to provide sessions, as applicable, following diagnostic and clinical best practices, including, but not limited to the following:
 - i. Duration
 - a. For an individual, couple or family, duration will be at a 30-minute minimum and 90-minute maximum per session;
 - b. For a group therapy session, duration may be up to 90 minutes. Bidder may provide a request for adjustment to the maximum length of group sessions when the provider can demonstrate, based on the officially documented guidelines and standards of an evidence-based practice to be delivered, that more time is needed to provide the modality with fidelity.
 - ii. Frequency may be up to two (2) sessions per week, and up to (8) per month, per individual.
- B. **Participants per session.**

- i. Size of an individual therapy session will be guided by professional requirements and ethics to maintain privacy and limit dual roles etc.
- ii. Bidder may allow up to eight (8) people into an individual session. Bidder may provide a request for adjustment to the maximum number for HCA Contract Manager approval.

1.5.2.1.3 **Client eligibility criteria. Clients must meet both criteria (A) and (B) below:**

- A. Uninsured; and
- B. Incomes below 300 percent of the federal poverty level.

1.5.2.1.4 **Counselor training.** Bidder will submit a plan to the HCA Contract Manager on how they plan to train counselors on any documentation or important systems for counseling.

1.5.2.1.5 **Venue.** Bidder will have capacity to offer at least fifty percent of its services in-person and will provide services in a virtual format that follow all regulations for telehealth and HIPPA.

1.5.2.1.6 **Outreach.** Bidder will facilitate communications, advertising, media purchases, and email outreach efforts, upon approval of HCA Contract Manager.

1.5.2.1.7 **Connecting eligible clients to services.** Bidder will provide initial intake of Clients to determine eligibility, and will refer to available counselors for services, as applicable.

1.5.2.1.8 **Provide services.** Bidder will ensure that counselors providing services are guided by:

- A. Clinical judgement;
- B. Best practices; and
- C. Person-centered practices with a Client voice.

1.5.2.1.9 **Funding.**

- A. Bidder will secure funding to sustain services beyond June 30, 2023.
- B. **Funding sources.** Upon approval of HCA Contract Manager, may include, but not limited to the following:
 - i. Governmental agencies (city, county, state, federal);

- ii. Quasi-Governmental entities (ex: school districts, utilities);
- iii. Faith Based Organizations (FBOs);
- iv. Private parties;
- v. Businesses;
- vi. Other entities, as approved by the HCA Contract Manager.

1.5.2.1.10 **No charge for services.**

- A. Counselors under this contract will not charge Clients for services.
- B. **Missed services.** Counselors under this contract will not charge Clients fees for no-shows or cancellations with less than 24-hr notice. Bidder will provide any agreed-upon reimbursements, payments, or incentives to providers for missed sessions but may proceed with outlined plans for those scenarios.

1.5.2.1.11 **Counselor compensation.** Bidder may provide compensation in some form (ex: per session rate, per Client rate, stipend, other forms of payment, such as paying fees for testing, license or certification), upon approval of HCA Contract Manager.

1.5.2.1.12 **Invoices.** Bidder will provide monthly invoices as follows:

- A. Direct Costs. Compensation or alternative incentives for counselors providing services may include, but not limited to, the following:
 - i. Monetary rates for services provided, per individual, group or session;
 - ii. Financial assistance for career-related certifications, licensure, testing;
 - iii. Providing and/or paying for continuing education;
 - iv. Clinical supervision;
 - v. Other, as approved by HCA Contract Manager.
- B. Indirect Costs. Costs associated with providing reports outlined in Section 1.5.2.3, Reports. Costs may include, but not limited to:

- i. Staff,
- ii. Utilities,
- iii. Lease,
- iv. Travel,
- v. General office expenses,
- vi. Phone,
- vii. Other, as approved by HCA Contract Manager.

1.5.2.2 Reports. Bidder will maintain all required metrics and documentation for reporting. Due dates are listed in Section 5, Deliverables Table. The requirements for each report are listed below:

1.5.2.2.1 Startup report. A startup report that will consist of a 200-500 word narrative and implementation plan addressing the following items:

- A. How Bidder will operate, including the nature of the relationship between Bidder and service providers
- B. Anticipated area of coverage. Bidder will provide virtual services to anyone in Washington, and in-person services, where applicable.
- C. Anticipated breadth of services, includes, but not limited to types of providers and types of sessions provided, as approved by HCA Contract Manager.
- D. Start date. Bidder will implement the start of counseling service provision through the anticipated number of unique providers on or before April 1, 2023, and will continue on a weekly basis.
- E. Guidelines for determining Client eligibility
- F. How Bidder publicizes and promotes services
- G. How Bidder plans to identify and pursue sustainable funding
- H. Any funding already secured or under development

1.5.2.2.2 Update reports. Updates will consist of the following elements:

- A. There will be three (3) update reports. The third report will be incorporated into the Final Report.
- B. Spreadsheet/table for all Clients served

	Provider	Zip code of in-person service location	Type of services	Delivery type	Number of Clients served	Aggregate number of services provided in the service month	Number of services provided in a language other than English
<i>Sample data</i>	<i>ABC</i>	<i>Ex: 95876</i>	<i>Group therapy</i>	<i>In-person</i>	<i>1</i>	<i>5</i>	<i>0</i>
	XYZ	N/A	Individual therapy	Virtual	3	12	3

- C. Funding opportunities pursued or secured
- D. Monthly budget. Bidder will include, but not limited to, the following:
 - i. Direct counseling costs,
 - ii. Indirect costs related to providing counseling services,
 - iii. Indirect costs related to other deliverables,
 - iv. Funding received, and associated margins,
 - v. Other components, as approved by HCA Contract Manager.
- E. A 100-200 word narrative on the perceived successfulness and current state of the program, including any current or anticipated challenges or barriers.

1.5.2.2.3 **Final Report.**

- A. Include components from 1.5.2.2.2, Update Reports, for the date range 6/1/2023 – 6/30/2023.
- B. Include aggregated components from 1.5.2.2.2, Update Reports, for the date range 2/13/2023– 6/30/2023.
- C. A 400-500 word narrative on the achievement of pro bono counseling to the identified demographic.
- D. A 200-300 word narrative on how the program will be sustained.

1.5.3 Deliverables Table

To be added, based on Proposal of the Apparent Successful Bidder, as provided in the Written Response.

1.6 MINIMUM QUALIFICATIONS

The following are the minimum qualifications for Bidders:

- A. Licensed to do business in the state of Washington or provide a commitment that it will become licensed in Washington within 30 calendar days of being selected as the Apparent Successful Bidder.
- B. Educational qualifications of the counselors:
 - Clinicians. Washington State licensed Mental Health Counselors, Social Workers, Marriage and Family Therapists, including respective associate licenses, and Substance Use Disorder Professionals.
 - Interns.
 - Students enrolled in a master’s program for mental health counseling, social work, or marriage and family therapy, that provide the services under supervision as part of their official academic field work or practicum. That follow all laws and regulations for students.
 - Substance use disorder professional trainees with direct supervision. That follow all laws and regulations for students.
- C. Per the Washington State proviso, “experience in leveraging local and philanthropic funding to coordinate pro bono health care services within Washington.”

1.7 FUNDING (OPTIONAL)

HCA has budgeted an amount not to exceed \$500,000 Dollars for this project. Proposals in excess of \$500,000 will be considered non-responsive and will not be evaluated.

Any contract awarded as a result of this solicitation is contingent upon the availability of funding.

1.8 PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about **February 6, 2022** and to end on **June 30, 2023**. Amendments extending the period of performance, if any, will be at the sole discretion of HCA.

HCA reserves the right to extend the contract for up to one (1) additional year, for up to the same contract amount, contingent on availability of funding and mutual agreement of the contract terms by the parties.

1.9 CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a proposal that includes current or former state employees.

1.10 ADA

HCA complies with the Americans with Disabilities Act (ADA). Bidders may contact the RFP Coordinator to receive written information in another format (e.g., large print, audio, accessible electronic formats, and other formats).

2. GENERAL INFORMATION FOR BIDDERS

2.1 RFP COORDINATOR

The RFP Coordinator is the sole point of contact in HCA for this solicitation. All communication between the Bidder and HCA upon release of this RFP must be with the RFP Coordinator, as follows:

Name	Heidi Jones
E-Mail Address	HCAProcurements@hca.wa.gov

Any other communication will be considered unofficial and non-binding on HCA. Bidders are to rely on written statements issued by the RFP Coordinator. Communication directed to parties other than the RFP Coordinator may result in disqualification of the Bidder.

2.2 PRE-PROPOSAL CONFERENCE

A pre-proposal conference is scheduled to be held on November 14, 2022 at 12:00 p.m., Pacific Time, via [Microsoft Teams Meeting](#).

All prospective Bidders should attend; however, attendance is not mandatory.

HCA will be bound only to HCA written answers to questions. Questions arising at the pre-proposal conference or in subsequent communication with the RFP Coordinator will be documented and answered in written form. A copy of the questions and answers will be posted on WEBS as an Amendment to this RFP.

2.3 INTERESTED SUBCONTRACTOR LIST

HCA supports and encourages contracts and subcontracts with small, diverse, and veteran-owned businesses. To support participation in this process, the RFP Coordinator will add a list of Interested Subcontractors to the RFP. The RFP Coordinator will prepare the List based on the timely and complete submission of specific information requested in this section. The purpose of the List is to communicate to prime bidders the capabilities of interested subcontractors who can perform components of this RFP's Scope of Work.

A. Interested Subcontractor Instructions

- i. Failure to follow the instructions in this Section may prevent your information from being included in the List.
- ii. An interested party must complete the below table to submit their firm name, contact information, and the summary of their capabilities as they relate to this RFP's Scope of Work. Submissions are limited to what is requested in the table below and capability summaries must be two paragraphs or less.
- iii. The RFP Coordinator will only include the information requested below. Do not submit marketing materials.

- iv. Submissions must be emailed to the RFP Coordinator, with the subject line “RFP # Interested Subcontractor List – [Interested Subcontractor Name]” by the date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).
- v. All material submitted for the Interested Subcontractor List becomes a public record.

Interested Subcontract Name	Contact Name	Contact Address, Phone Number, and Email Address	Summary of your capabilities as it relates to the Scope of Work

B. Posting Date

Complete and timely submissions will be compiled and posted in alphabetical order by interested subcontractor name. HCA anticipates the List will be posted as an RFP amendment on the *Interested Subcontractor List Posted* date identified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES). Late submissions will not be posted.

C. Information Provided As-Is

The Interested Subcontractor List is provided as an opportunity to support participation in this RFP. HCA provides this information as a courtesy with no warranties or representations as to any party and no guarantee of a subcontract. The Interested Subcontractor List shall not be construed as an endorsement by the state of Washington or HCA. The interested party is responsible for the completeness and accuracy of their submission.

2.4 BIDDER QUESTIONS PERIOD

Bidders are provided an opportunity to ask questions during the bidder question period which starts on the date of the RFP posting and concludes on the *Questions Due* date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).

- A. Questions regarding the RFP will only be accepted in writing, sent by email to the RFP Coordinator. The Bidder must use the following email subject line when submitting questions: “RFP # Question(s) – [Bidder Name]” to ensure timely receipt.
- B. HCA anticipates it will post answers to the questions in WEBS as an RFP amendment on the *Answers Posted* date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).
- C. HCA is under no obligation to respond to any questions received after the *Questions Due date* but may do so at its discretion.

2.5 SUBMISSION OF PROPOSALS

Proposals must be received by the RFP Coordinator no later than the *Proposal Due* deadline in Section 1.2, (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES). Proposals must be submitted electronically as an attachment to an e-mail to the RFP Coordinator at the e-mail address listed in Section 2.1, and meet the following requirements:

- A. Proposal attachments must all be attached to a single email submission using the following formats:
 - i. Exhibits A, B and D must be in Word or PDF format.
 - ii. Exhibit C, Cost Proposal, must be in Microsoft Excel format.
- B. Zipped files cannot be received by HCA and cannot be used for submission of proposals.
- C. The following forms and certifications must have a signature of the individual within the organization authorized to bind the Bidder to the offer:
 - i. Bidder Profile & Submittal Form (Exhibit A, Section A);
 - ii. Proclamation 21-14 – COVID-19 Vaccination Certification (Exhibit A, Section C); and
 - iii. Executive Order 18-03 Worker’s Rights (Exhibit A, Section D).
- D. HCA does not assume responsibility for problems with Bidder’s e-mail. If HCA e-mail is not working, appropriate allowances will be made.

Bidders should allow sufficient time to ensure timely receipt of the proposal by the RFP Coordinator. Late proposals will not be accepted and will be automatically disqualified from further consideration, unless HCA e-mail is found to be at fault or HCA deems a grace period is in the best interest of the State. All proposals and any accompanying documentation become the property of HCA and will not be returned.

2.6 PROPRIETARY INFORMATION / PUBLIC DISCLOSURE

Proposals submitted in response to this RFP will become the property of HCA. All proposals received will remain confidential until the Apparent Successful Bidder is announced; thereafter, the proposals will be deemed public records as defined in chapter 42.56 of the Revised Code of Washington (RCW).

Any information in the proposal that the Bidder desires to claim as proprietary and exempt from disclosure under chapter 42.56 RCW, or other state or federal law that provides for the nondisclosure of a document, must be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified and must reference either: (1) the specific basis claimed under 42.56 RCW, or (2) a statement of why the information is designated propriety. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words “Proprietary Information” printed on the lower right-hand corner of the page. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Bidder has marked as “Proprietary Information,” HCA will notify the Bidder of the request and of the date that the records will be released to the requester unless the Bidder obtains a court order enjoining that disclosure. If the Bidder fails to obtain the court order enjoining disclosure, HCA will release the requested information on the date specified. If a Bidder obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, HCA will maintain the confidentiality of the Bidder’s information per the court order.

A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee will be charged for inspection of contract files, but 24 hours’ notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.

The submission of any public records request to HCA pertaining in any way to this RFP will not affect the solicitation schedule, as outlined in Section 1.2, unless HCA, in its sole discretion, determines that altering the schedule would be in HCA's best interests.

2.7 REVISIONS TO THE RFP

If HCA determines in its sole discretion that it is necessary to revise any part of this RFP, then HCA will publish addenda on WEBS. For this purpose, the published questions and answers and any other pertinent information will be provided as an addendum to the RFP and will be published on WEBS.

HCA also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.8 COMPLAINT PROCESS

The complaint process allows potential Bidders to focus on the solicitation requirements and evaluation process and raise issues early enough in the process to allow HCA to correct a problem before proposals are submitted. The complaint period starts on the date of the RFP posting and concludes on the *Complaints Due* date identified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).

- A. Potential Bidders may submit a complaint to HCA based on any of the following:
 - i. The RFP unnecessarily restricts competition;
 - ii. The RFP evaluation or scoring process is unfair or unclear; or
 - iii. The RFP requirements are inadequate or insufficient to prepare a response.
- B. For a complaint to be considered, it must be received by HCA by 5:00 pm PT on the *Complaints Due* date identified in Section 1.2. The complaint must:
 - iv. Be in writing;
 - v. Be sent to the RFP Coordinator, or designee;
 - vi. Clearly articulate the basis for the complaint; and
 - vii. Include a proposed remedy.
- C. HCA will address any complaint as follows:
 - i. The RFP Coordinator, or designee will respond to the complaint in writing.
 - ii. The response to the complaint and any changes to the RFP will be posted on WEBS.
 - iii. The Director of HCA will be notified of all complaints and will be provided a copy of HCA's response.

Complaints may not be raised again during a protest and HCA's action or inaction in response to a complaint will be final. There is no appeal process.

2.9 RESPONSIVENESS

The RFP Coordinator will review all proposals to determine compliance with administrative requirements and instructions specified in this RFP. A Bidder's failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

HCA also reserves the right at its sole discretion to waive minor administrative irregularities.

2.10 MOST FAVORABLE TERMS

HCA reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Bidder can propose. HCA reserves the right to contact a Bidder for clarification of its proposal.

The ASB should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. The contract resulting from this RFP will incorporate some, or all, of the Bidder's proposal. The proposal will become a part of the official solicitation file on this matter without obligation to HCA.

2.11 RECEIPT OF INSUFFICIENT NUMBER OF PROPOSALS

If HCA receives only one responsive proposal as a result of this RFP, HCA reserves the right to either: 1) directly negotiate and contract with the Bidder; or 2) not award any contract at all. HCA may continue to have the bidder complete the entire RFP. HCA is under no obligation to tell the Bidder if it is the only Bidder.

2.12 NO OBLIGATION TO CONTRACT

This RFP does not obligate HCA to enter into any contract for services specified herein.

2.13 REJECTION OF PROPOSALS

HCA reserves the right, at its sole discretion, to reject any and all proposals received without penalty and not to issue any contract as a result of this RFP.

3. PROPOSAL CONTENTS AND REQUIREMENTS

3.1 PROPOSAL CONTENTS OVERVIEW

Proposals must be submitted per the instructions in Sections 2.5 (SUBMISSION OF PROPOSALS) and 3.2 (PROPOSAL REQUIREMENTS AND GUIDELINES) in the order noted below.

A. Bidder Forms and Certifications (Exhibit A)

All the following are included in Exhibit A:

- i. Bidder Profile & Submittal Form* (Section 3.3 and Exhibit A, Section A) – signature required
- ii. Diverse Business Inclusion Plan (Section 3.4 and Exhibit A, Section B)
- iii. Proclamation 21-14 – COVID-19 Vaccination Certification* (Section 3.6 and Exhibit A, Section C) – signature required
- iv. Executive Order 18-03 Worker's Rights* (Section 3.6 and Exhibit A, Section D) – signature required

B. Written Proposal (Section 3.8 and Exhibit B)

C. Cost Proposal (Section 3.9 and Exhibit C)

D. Draft Contract (Section 3.7 and Exhibit D)

3.2 PROPOSAL REQUIREMENTS AND GUIDELINES

Proposals must comply with the requirements or restrictions listed below. Failure to do so may result in the disqualification of the Bidder's Proposal:

- A. State the Bidder's full legal name on the first or cover page of the Proposal.
- B. Proposals must provide information in the same order as presented in this RFP and with the same headings. Title and number each item in the same way it appears in the RFP. Each question must be restated prior to the Bidder's response.
- C. **All items listed in Section 3.1 (PROPOSAL CONTENTS OVERVIEW) must be included as part of the Proposal for the Proposal to be considered responsive;** however, only the following items will be scored during the evaluation process: Executive Order 18-03 Worker's Rights, Written Proposal, and Cost Proposal.
- D. Bidders are liable for all errors or omissions contained in their Proposals. Bidders will not be allowed to alter Proposal documents after the deadline for Proposal submission. HCA is not liable for any errors in Proposals.

HCA is under no obligation to consider any supplemental materials submitted that were not requested.

3.3 BIDDER PROFILE & SUBMITTAL FORM (MANDATORY)

Exhibit A, Bidder Forms and Certifications, Section A, Bidder Profile & Submittal Form must be completed in its entirety and signed and dated by a person authorized to legally bind the Bidder to a contractual relationship (e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship).

3.4 DIVERSE BUSINESS INCLUSION PLAN (MANDATORY)

Exhibit A, Bidder Forms and Certifications, Section B, Diverse Business Inclusion Plan must be completed in its entirety. In accordance with legislative findings and policies set forth in RCW 39.19 the state of Washington encourages participation in all contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE), set forth in RCW 43.60A.200 for firms certified by the Washington State Department of Veterans Affairs, and set forth in RCW 39.26.005 for firms that are Washington Small Businesses. Participation may be either on a direct basis or on a Subcontractor basis. However, no preference on the basis of participation is included in the evaluation of Diverse Business Inclusion Plans submitted, and no minimum level of minority- and women-owned business enterprise, Washington Small Business, or Washington State certified Veteran Business participation is required as a condition for receiving an award. Any affirmative action requirements set forth in any federal governmental regulations included or referenced in the contract documents will apply.

3.5 COVID-19 VACCINATION CERTIFICATION (MANDATORY)

Bidder must review and complete Exhibit A, Bidder Forms and Certifications, Section C, COVID-19 Vaccination Certification to respond as to whether or not the Bidder complies with Proclamation 21-14.1 – COVID-19 Vaccination Requirement. Bidder must sign and return this certification as part of its Proposal.

Note: Compliance with the Proclamation is mandatory. For more information, please visit <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/505-160-VaccinationRequirementFAQs.pdf>.

3.6 EXECUTIVE ORDER 18-03 (SCORED)

Bidder must review Exhibit A, Bidder Forms and Certifications, Section D and respond as to whether the Bidder requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses and class or collective action waivers.

3.7 DRAFT CONTRACT (MANDATORY)

The ASB will be expected to enter into a contract which is substantially the same as the sample contract and its general terms and conditions attached as Exhibit D. HCA will not accept any draft contracts prepared by any Bidder. The Bidder must be prepared to agree to all terms of the attached Exhibit D, Draft Contract, as presented or the Proposal may be rejected. If Bidder has exceptions to the terms and conditions, they must include with their Proposal a copy of the Draft Contract with redline edits/comments documenting the changes they propose to be made if selected as ASB. If the Bidder fails to identify an objection to any particular term or condition, the term or condition will be deemed agreed to by the Bidder. HCA will review requested exceptions and accept or reject the same at its sole discretion.

If, after the announcement of the ASB, and after a reasonable period of time, the ASB and HCA cannot reach agreement on acceptable terms for the Contract, the HCA may cancel the selection and Award the Contract to the next most qualified Bidder

3.8 WRITTEN PROPOSAL (SCORED)

Exhibit B, Written Proposal must be completed in its entirety in accordance with the Exhibit (See Section 3.2(E)). Bidder should respond using Exhibit B as its template, to ensure compliance with the formatting requirements outlined in Section 3.2(B).

3.9 COST PROPOSAL (SCORED)

Maximum available points: 80

The maximum cost proposed for this contract must be Five Hundred Thousand Dollars (\$500,000) or less to be considered responsive to this RFP.

The evaluation process is designed to award this solicitation not necessarily to the Bidder of least cost, but rather to the Bidder whose proposal best meets the requirements of this RFP. However, Bidders are encouraged to submit proposals which are consistent with state government efforts to conserve state resources.

A. Identification of Costs

- i. Identify all costs in U.S. dollars including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. The Bidder is to submit a fully detailed budget including staff costs, estimates for any applicable sales and use taxes (see 3.A(ii) below), and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract.
- ii. ASB(s) will be required to collect Washington state sales and use taxes from HCA, as applicable, and for remittance of payment to the Washington State Department of Revenue (DOR). Bidders must identify any expenses to which Washington State sales and use taxes apply in the Cost Proposal and include an estimated amount for such taxes (based on the current tax rate(s)). HCA understands these amounts may fluctuate as tax rates fluctuate. If a tax isn't specifically identified, HCA will assume it is included in the costs identified.

B. Cost Proposal

- i. Complete the spreadsheet provided as Exhibit C, Cost Proposal, identifying proposed direct and indirect costs necessary to provide each of the deliverables below.
 - a. Direct Costs means providing some form of compensation to counselors providing services.
 - b. Indirect Costs means how much it will cost Bidder to create an implementation strategy, initiate referrals for counseling services, and gather data for reporting purposes. Costs may include operational expenses such as staff costs not related to direct costs as defined above, utilities, lease, travel, phone, and general office expenses.
- ii. Counselors under this contract will not charge Clients for services. Bidder may propose no counselor compensation, or compensation in some form. Examples include, but are not limited to: per session rate, per Client rate, stipend, clinical supervision at no-cost to the counselor, continuing education, and paying fees for testing, license or certification.
- iii. Use whole numbers only, no decimals.
- iv. Double check calculations. Sub-totals and Maximum Compensation total must calculate correctly.

4. EVALUATION AND CONTRACT AWARD

4.1 EVALUATION PROCEDURE

Responsive Proposals will be evaluated strictly in accordance with the requirements stated in this RFP and any addenda issued. The evaluation of proposals will be accomplished by an evaluation team, to be designated by HCA, which will determine the ranking of the proposals. Evaluation teams could be comprised of internal (HCA) and external individuals. Evaluations will only be based upon information provided in the Bidder's Proposal.

- A. All proposals received by the stated deadline in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES) will be reviewed by the RFP Coordinator to ensure that they contain all of the required information requested in the RFP. Only responsive proposals that meet the requirements will be evaluated by the evaluation team. Any Bidder who does not meet the stated qualifications or any proposal that does not contain all the required information will be rejected as non-responsive.
- B. HCA may, at its sole discretion, waive minor administrative irregularities.
- C. The RFP Coordinator may, at their sole discretion, contact the Bidder for clarification of any portion of the Bidder's Proposal. Bidders should take every precaution to ensure that all answers are clear, complete, and directly address the specific requirement.
- D. Responsive Written Proposals will be reviewed and scored by an evaluation team using the weighted scoring system described in Section 4.2 (EVALUATION WEIGHTING AND SCORING). Written Proposals will be evaluated strictly in accordance with the requirements set forth in this RFP and any addenda issued.
- E. The evaluation of the Cost Proposal and Executive Order 18-03 will be completed by the RFP Coordinator.
- F. HCA reserves the right to award the contract to the Bidder whose proposal is deemed to be in the best interest of HCA and the state of Washington.

4.2 EVALUATION WEIGHTING AND SCORING

Bidders' final scores will be based on the following scored items: Executive Order 18-03, Written Proposal, and Cost Proposal.

- A. Executive Order 18-03 (**Maximum Points 15**)

Pursuant to RCW 39.26.160(3) and consistent with Executive Order 18-03 – Supporting Workers' Rights to Effectively Address Workplace Violations (dated June 12, 2018), HCA will evaluate proposals for best value and provide a preference in the amount of 15 points to any Bidder who certifies, pursuant to the certification included in Exhibit A, Bidder Forms and Certifications, Section E, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver. Bidders that do require their employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver will not be disqualified from evaluation of this RFP, however they will receive 0 out of 15 points for this section.

B. Scoring of Written Proposal (**Maximum Points 320**)

Each question in Exhibit B, Written Proposal has been assigned a weight. Points will be assigned to each question based upon the average of all evaluation team members scores for the question (0-10) multiplied by the weight indicated below. Individual question scores will then be combined to result in the Bidder's total weighted score. Any point calculations that result in decimal points will be rounded to the nearest whole number. The weight and maximum points for each question are as outlined in the following Evaluation Table:

Evaluation Table			
#	Section Title	Weight	Maximum Points
1	Experience	8	40
2	Regional Needs Assessment	14	70
3	Provider Plan	14	70
4	Services Plan	14	70
5	Funding Plan	14	70
Written Proposal Maximum Points			320

C. Scoring Rubric for Written Response

Evaluators will score the sections outlined in the Evaluation Table above using the following (0-5) scoring rubric:

Scoring Rubric		
Score	Description	Scoring Criteria
5	Excellent, Far Exceeds Requirements	<p>Bidder, where applicable:</p> <ul style="list-style-type: none"> • Answered all sub-questions • Provided a compelling, detailed, and thorough response • Demonstrated a comprehensive understanding of the requirements • Clearly demonstrated a high level of experience with or understanding to perform the requirements, including: <ul style="list-style-type: none"> - coordinating or providing behavioral health services, and - leveraging funding to coordinate pro bono health services • Proposed robust services that will respond to identified regional needs and underserved communities
4	Very Good, Exceeds Requirements	<p>Bidder, where applicable:</p> <ul style="list-style-type: none"> • Answered all sub-questions • Demonstrated a complete and above-average capability, approach, solution, and/or level of

Scoring Rubric		
Score	Description	Scoring Criteria
		<p>experience to perform the requirements, including leveraging funding to coordinate pro bono health services</p> <ul style="list-style-type: none"> • Provided an above-average response that describes regional need • Proposed services will respond to identified regional needs and underserved communities
3	Acceptable, Meets Requirements	<p>Bidder, where applicable:</p> <ul style="list-style-type: none"> • Provided an acceptable response that answers all sub-questions • Has an acceptable capability or level of experience to perform the work criterion and requirements, including leveraging funds to coordinate pro bono health services • Described its approach in sufficient detail to be considered “as substantially meeting the requirements” • Proposal may respond to some regional needs or underserved communities but is limited in its breadth or detail
2	Marginal, Below Requirements	<p>Bidder, where applicable:</p> <ul style="list-style-type: none"> • Provided responses that relate to each question but may be missing information or detail • Established some capability to perform the requirement but descriptions regarding their response/approach is not sufficient to demonstrate the Bidder will be fully able to meet the requirements • Response is not sufficient to demonstrate the Bidder will expand access to behavioral health services
1	Unacceptable, Substantially Below Requirements	<p>Bidder, where applicable:</p> <ul style="list-style-type: none"> • Marginally detailed/described a response/approach, or simply restated the questions/requirements • Has not established the capability to perform the work requirements
0	No Value	<ul style="list-style-type: none"> • The Bidder does not address any components of the questions/requirements, or no information was provided.

D. Scoring of Cost Proposal

Each of the cost elements listed in Exhibit C, Cost Proposal, will be scored individually based on the amount paid for direct counseling services in relation to the amount proposed by other Bidders.

Cost Proposal Evaluation Table	
Bidder ranking based on the highest funding amount spent on direct counseling services	Total Points Possible
1 (highest)	80
2	70
3	60
4	50
5	40
6	30
7	20
8	10
9th and lower	0
Cost Proposal Maximum Points	80

E. Total Score

Evaluation Table – All Scored Items		
Exhibit	Title	Maximum Points
A, Subsection D	Executive Order 18-03	15
B	Written Proposal	320
C	Cost Proposal	80
Total Maximum Points Possible		415

4.3 BEST AND FINAL OFFER (BAFO)

HCA reserves the right to use a Best and Final Offer (BAFO) before awarding any contract to further assist in determining the ASB(s).

4.4 SUBSTANTIALLY EQUIVALENT SCORES

Substantially Equivalent Scores are scores separated by two percent or less in total points. If multiple proposals receive a Substantially Equivalent Score, HCA may leave the matter as scored, or select as the ASB the one proposal that is deemed by HCA, in its sole discretion, to be in HCA's best interest relative to the overall purpose and objective as stated in Section 1.3 of this RFP.

If applicable, HCA's best interest will be determined by HCA staff, who have sole discretion over this determination. The basis for such determination will be communicated in writing to all Bidders with Substantially Equivalent Scores.

4.5 NOTIFICATION TO BIDDERS

HCA will announce the ASB to all Bidders via the WEBS notification system.

4.6 DEBRIEFING OF UNSUCCESSFUL BIDDERS

Any Bidder who has submitted a proposal and been notified it was not selected for contract award may request a debriefing conference. The request for a debriefing conference must be received by the RFP Coordinator no later than 5:00 p.m., Pacific Time, within three (3) Business Days after the Unsuccessful Bidder Notification is e-mailed to the Bidder. The debriefing will be held within three (3) Business Days of the request, or as schedules allow.

Discussion at the debriefing conference will be limited to the following:

- A. Evaluation and scoring of the Bidder's Proposal;
- B. Critique of the Proposal based on the evaluation; and
- C. Review of the Bidder's final score in comparison with other final scores without identifying the other Bidders.

Topics a Bidder could have raised as part of the COMPLAINT PROCESS (Section 2.8) cannot be discussed as part of the debriefing conference, even if the Bidder did not submit a complaint.

Comparisons between proposals, or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of thirty (30) minutes.

4.7 PROTEST PROCEDURE

A protest may be made only by Bidders who submitted a response to this RFP and who have participated in a debriefing conference. Upon completing the debriefing conference, the Bidder is allowed five (5) Business Days to file a protest. Protests must be received by the Contracts Administrator no later than 4:30 p.m., Pacific Time, on the fifth Business Day following the Bidder's debriefing. Protests must be submitted by e-mail to ensure timely receipt.

Consistent with RCW 39.26.030, proposal submissions and proposal evaluations will be available for public inspection following the announcement of ASB(s). If requested by a Bidder who received a debriefing pursuant to Section 4.6, the protest period will not conclude before the requestor has been provided with the applicable proposal submissions and proposal evaluations and provided five (5) Business Days to review the same. Bidder is responsible for notifying the RFP Coordinator of any such public disclosure requests so the timeline can be adjusted accordingly.

Bidders protesting this RFP must follow the procedures described below. Protests that do not follow these procedures will not be considered. This protest procedure constitutes the sole administrative remedy available to Bidders under this RFP.

- A. All protests must be in writing, addressed to the Contracts Administrator, and signed by the protesting party or an authorized agent. The protest must state (1) the RFP number, (2) the grounds for the protest with specific facts, (3) complete statements of the action(s) being protested, and (4) the relief or corrective action being requested. Protests must be emailed to contracts@hca.wa.gov with the following subject line: "RFP # Protest – [Bidder Name]"
- B. Only protests alleging an issue of fact concerning the following subjects will be considered:
 - i. A matter of bias, discrimination, or conflict of interest on the part of an evaluator;

- ii. Errors in computing the score; or
- iii. Non-compliance with procedures described in the RFP, HCA's protest process, or Department of Enterprise Services (DES) policy requirements (POL-DES-170-00).

Protests based on anything other than those items listed above will not be considered. Protests will be rejected as without merit to the extent they address issues such as: 1) an evaluator's professional judgment on the quality of a proposal; or 2) HCA's assessment of its own needs or requirements.

- C. Upon receipt of a protest, HCA will undertake a protest review. The HCA Director, or an HCA employee delegated by the HCA Director who is a neutral party with no involvement in the evaluation and award process (Protest Officer), will review and respond to the protest. If the HCA Director delegates the protest review to an HCA employee, the Director nonetheless reserves the right to make the final agency decision on the protest. The Protest Officer will have the right to seek additional information regarding the solicitation from sources they deem appropriate in order to fully consider the protest.
- D. If HCA determines in its sole discretion that a protest from one Bidder may affect the interests of another Bidder, then HCA may invite such Bidder to submit its views and any relevant information on the protest to the Protest Officer. In such a situation, the protest materials submitted by each Bidder will be made available to all other Bidders upon request.
- E. The Protest Officer will issue a written protest response no more than ten (10) Business Days after receipt of the protest, unless additional time is needed, in which case HCA will notify the protesting Bidder in writing. The Protest Officer's decision is final unless the HCA Director exercises their right to make the final agency decision on the protest. There will be no appeal process.
- F. The final determination of the protest will:
 - i. Find the protest lacking in merit and uphold HCA's action; or
 - ii. Find only technical or harmless errors in HCA's acquisition process and determine HCA to be in substantial compliance and reject the protest; or
 - iii. Find merit in the protest and provide options to the HCA Director, which may include:
 - 1) Correct the errors and re-evaluate all proposals; or
 - 2) Issue a new solicitation document and begin a new process; or
 - 3) Make other findings and determine other courses of action as appropriate.

If the protest is not successful, HCA will enter into a contract with the ASB(s), assuming the parties reach agreement on the contract's terms.

5. RFP EXHIBITS

- Exhibit A Bidder Forms and Certifications (included as a separate attachment)
 - A. Bidder Profile and Intake Form – signature required
 - B. Diverse Business Inclusion Plan
 - C. Proclamation 21-14 – COVID-19 Vaccination Certification – signature required
 - D. Executive Order 18-03 Worker’s Rights – signature required
- Exhibit B Written Proposal
- Exhibit C Cost Proposal (included as a separate attachment)
- Exhibit D Draft Contract (included as a separate attachment)

EXHIBIT A – BIDDER FORMS AND CERTIFICATIONS

Exhibit A is included as a separate document.

EXHIBIT B – WRITTEN PROPOSAL

Maximum Points for Written Proposal:

1. Experience (Maximum available points: 40)

Provide summary of experience, but not limited to:

1. Written in resume format, providing at least the name of organization, date range of services, summary of job duties and projects,
2. Securing funding and successful fundraising, including leveraging local or philanthropic funding for coordinating pro bono health services,
3. Coordinating or providing medical or behavioral health services

2. Regional Needs Assessment (Maximum available points: 70)

Provide a narrative assessment of how the added services will meet needs and priorities unique to the region being served, especially regarding where in-person services will be available. The narrative should address, but is not limited to, the following:

1. Where in-person services will be available,
2. Demographics and populations served, including any underserved populations,
3. Whether services will be offered in languages other than English and how those services will be offered,
4. What behavioral health services will be offered, such as individual counseling, family counseling, SUD treatment, or treatment for serious mental illness

3. Provider Plan (Maximum available points: 70)

Provide a detailed description of the plan to implement pro bono counseling services. Plans should include the following, but not limited to:

1. Counselor pool development and timeline - How Bidder would put together a qualified counselor pool with the proper qualifications and credentials for their scope of practice for this project, including mechanisms to attract and retain counselors and anticipated number of counselors and services offered,
2. Staffing and Hiring Plan - Describe what administrative staff would be hired or assigned for execution of the pro bono counseling program.
3. How Bidder's system would promote equity for counselors and service recipients.

4. Services Plan (Maximum available points: 70)

1. Referral and Intake Mechanism - How Bidder would set up a referral system and match Clients with providers.
2. Service operations plan - What scheduling would look like and how contingencies would be addressed (ex: counselor unavailability, either party wants a different counselor/ Client connection, Client repeatedly cancels with limited or no notice)
3. How Bidder's mechanism would work to report and address complaints about a service provider in the program.

4. Communications plan - How marketing, outreach and communication would be performed.

5. Funding Plan (Maximum available points: 70)

1. How Bidder will scale services and balance with securitization of funds, so that services will not have to be significantly reduced at the end of the grant period.
2. Fundraising strategy, including any current prospects or research.
3. Committed funds. How much funding has been committed at the time that the Bidder submits the Proposal.

EXHIBIT C – COST PROPOSAL

Exhibit C is included as a separate document.

EXHIBIT D – SAMPLE CONTRACT

Exhibit D is included as a separate document.